

Diversity

37 article abstracts
with outcomes
and Web links to
full-text articles

The
Permanente Journal

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Asian

East Asian Attitudes toward Death— A Search for the Ways to Help East Asian Elderly Dying in Contemporary America

http://xnet.kp.org/permanentejournal/sum09/asian_elderly.html

Most people in the West and the East wish to die at home; however, about 50% of Americans die in acute care hospitals. For better care of the dying elderly, this article is written to help American physicians understand the unique aspects of East Asian Confucian Ethics—the relational autonomy of family, Confucian creative self-transformation, and the unity of transcendence and the human being.

Reducing Collusion Between Clinicians and Family of Patients Referred to the Palliative Care Team

[available online January 2010](#)

The deeply entrenched Asian cultural practice of collusion—a secret agreement made between clinicians and family members to hide the diagnosis of a serious or life-threatening illness from a patient—was studied by the Palliative Care Team. Between December 2004 and June 2008, 655 patients with advanced-stage cancers were referred to the team. Beginning in February 2005, when the team implemented awareness measures, they were able to maintain an average awareness rate in 80% of patients.

Service Score Segmentation of Diverse Populations to Improve Patient and Physician Satisfaction—A Multi-Case Quality Improvement Study

[available online January 2010](#)

The changing demographic picture in California creates a complex challenge for physicians, facilities, and an organization. One strategy in response to this challenge is a service improvement program, with demonstrated successful

outcomes, that combines patient satisfaction “service scores”; data segmentation by ethnicity, sex and age; and data analysis, which recognizes physicians in the demographic subsets they excel at, and are weak at. Three case examples of system interventions are described—a clinician with Chinese patients, a clinician with African-American patients, a group of Urologists—and two other case examples of an obstetrician-gynecologist, and a medicine department.

Nursing Responses to Transcultural Encounters: What Nurses Draw on When Faced with a Patient from Another Culture

http://xnet.kp.org/permanentejournal/sum09/nursing_responses.html

In exploring nurses’ experiences when they encounter patients from cultures other than their own and nurses’ perceptions of what helps them to deliver culturally competent care, this research confirmed that nurses are drawing heavily on prior experience, including family experiences and experiences with friends and coworkers from different cultures. Schools of nursing are also providing valuable preparation for working with diverse populations.

Early Discharge Study for Premature Infants: Singapore General Hospital

<http://xnet.kp.org/permanentejournal/Fall08/infants.html>

At Singapore General Hospital, premature infants had a median birth weight of 1210 g. Discharge traditionally occurred when infants were medically fit and weighed 2000 g. The length of hospital stay was reduced 59.8%, primarily by improved discharge planning, revised guidelines (mean discharge at 1915 g), and nurses’ active preparation of parents psychologically and mentally for care of their babies at home.

Belief

The Prayer Prescription

available online January 2010

Many patients welcome a chance, at the conclusion of their office visit, to say a prayer for their well-being, which is a socially accepted expression of care, and for the author an expression of empathy, hope and gratitude. The author has prayed with people from various religious backgrounds: Christian, Native American, Hindu, Buddhist, and Jewish.

Church-Based Heart Health Project: Health Status of Urban African Americans

<http://xnet.kp.org/permanentejournal/SUM07/heart-health.html>

One of the major health disparities in the African-American population is the high incidence of under-diagnosed cardiovascular disease before onset of symptoms. In 2004, a community project was implemented in greater Cleveland, Ohio to address this disparity. Of the 144 African-American adults who participated 75% were women. A large portion of the population was found to have at least one risk factor for coronary artery disease; they were then provided an individual risk assessment and interpretation.

Homeless

Diagnoses are Stereotypes: Go Where They Are

<http://xnet.kp.org/permanentejournal/Fall08/diagnoses.html>

What if clinicians accompanied a homeless person for a day, as the author did? Would they also learn how to inquire about sensitive issues, high-risk behaviors, or lifestyle? Would they learn that individuals don't fit stereotypes?

Ethnographic Studies in the Principles of Clinical Medicine—In Search of Home: From Home to Homeless to Housing

<http://xnet.kp.org/permanentejournal/spring07/studies.html>

A medical school program designed to help students develop cultural sensitivity yields this study of a homeless patient and the student's self-reflective evaluation of the health care system and its impact on the homeless population.

Looking for an Opportunity to Serve Your Community? *Suggestions on Volunteering at a Homeless Medical Clinic*

<http://xnet.kp.org/permanentejournal/winter07/looking.html>

Would you like to serve your community but just don't know how to take the first step? One option available to most practitioners is to volunteer at a local homeless shelter medical clinic. Most communities have shelters and, almost without exception, the homeless are in need of ambulatory medical care.

Latino

Patient-Physician Language Concordance: A Strategy for Meeting the Needs of Spanish-Speaking Patients in Primary Care

available online January 2010

Patients need to communicate with a language-concordant physician, not simply an interpreter, to receive the best medical care, bond with the physician, and be satisfied with the care experience. A Spanish Language Task Force addressed Spanish-speaking patients visiting Primary Care departments. Not all physicians who self-identify as Spanish-speaking truly speak fluently. Once an individual assessment is completed, then a plan for concordance can be made.

Culture and Medicine: Reflections on Identity and Community in an Age of Pluralism

<http://xnet.kp.org/permanentejournal/winter08/pluralism.html>

This narrative account of a physician-patient relationship explores the meanings and relevance of race, ethnicity, and cultural diversity in the practice of medicine and in our general society.

La Clinica: A Doctor's Journey Across Borders

http://xnet.kp.org/permanentejournal/spr09/la_clinica.html

This book juxtaposes Dr David Sklar's volunteer time at La Clinica, a small, free clinic in a Mexican village, with his life, 24 years later, as Chairman of the Emergency Medicine Department at University of New Mexico Health Sciences Center. Implicitly, it questions how we train physicians.

New Lives—Latinos, Cancer, and Spirituality: An Ethnographic History

<http://xnet.kp.org/permanentejournal/sum08/new-lives.html>

Through an in-depth ethnographic history the medical student-author sees his Latino patients as a product of a defunct health care system, which misses its goal in name and function. The stories that emerge bring deep understanding necessary for diagnosis and treatment.

HIV

The Changing Face of HIV Infection

<http://xnet.kp.org/permanentejournal/Fall08/hivinfection.html>

Since the first report, in 1981, of AIDS in five men who have sex with men (MSM) in Los Angeles, the AIDS epidemic has swept the world. It now increasingly affects women, younger adults, is again increasing in MSM, and disproportionately affects people of color. Older age no longer predicts faster progression.

The "Party Drug" Crystal Methamphetamine: Risk Factor for the Acquisition of HIV

http://xnet.kp.org/permanentejournal/winter08/meth_risk.html

The use of methamphetamine is highly prevalent among populations at risk for acquiring HIV infection, especially men who have sex with men. A novel intervention tool—the "video doctor"—significantly reduced high-risk behaviors.

Language

Responding to the Language Challenge: Kaiser Permanente's Approach

http://xnet.kp.org/permanentejournal/sum09/language_challenge.html

A qualitative case study of the Kaiser Permanente San Francisco Medical Center's approach to developing linguistic access services and subsequent organizationwide initiatives: language-specific care modules focused on Chinese- and Spanish-speaking patients, a centralized Multicultural Services Center, improving interpreter services, optimizing use of bilingual staff, and creating a translation infrastructure.

Do Patients Understand?

<http://xnet.kp.org/permanentejournal/sum08/patients.html>

Limited literacy skills are one of the strongest predictors of poor health outcomes for patients; however, patients do not need to have limited literacy skills to have low health literacy.

Finding the Words: Literacy and Traditional Vietnamese Medicine

http://xnet.kp.org/permanentejournal/Fall07/vietnamese_medicine.html

Through an in-depth ethnographic interview and reflection, a medical student understands the issues facing a Vietnamese patient and states her resolve for her future in medicine.

Quality Translations: A Matter of Patient Safety, Service Quality, and Cost Effectiveness

<http://xnet.kp.org/permanentejournal/fall06/ccctoc.html>

This article describes the importance of using high-quality translations in the health care setting, explains the accomplishments to date, and offers suggestions for future actions.

Caring for the Whole Person with HIV: Mind, Body, and Spirit

http://xnet.kp.org/permanentejournal/spr08/caring_for_HIV.html

"When we care for our patients, we care for whole people to make people whole, and meet people on the road where they are, not where we think they should be." Experienced approaches are offered for issues of finance, job, partners, depression, and relationship.

HIV Today: What's Encouraging; What's Discouraging

http://xnet.kp.org/permanentejournal/winter08/HIV_today.html

There has been real progress in controlling this infection, in the US and in the developing world; however, men having sex with men continues to represent the majority of new infections. Despite tremendously effective medication, poor adherence by patients is all too common.

Vulnerable

A Fundamental Prejudice

<http://xnet.kp.org/permanentejournal/fall06/fundamental.html>

A second-year medical student program designed to help students develop cultural sensitivity requires each student to write an ethnographic study on a patient. This first in a series explains the program and describes the student's interaction and self-examination.

Puentes Clinic: An Integrated Model for the Primary Care of Vulnerable Populations

http://xnet.kp.org/permanentejournal/winter08/Puentes_clinic.html

This integrated model to address the needs of a medically vulnerable population of homeless and injection-drug users emphasizes open access, outreach, groups, and a team approach to care. Emergency Department and urgent care visit rates decreased, simultaneous with increased primary care visits.

House Calls

http://xnet.kp.org/permanentejournal/sum09/house_calls.html

Every physician who cares for frail older people or has aging parents, relatives, and friends has much to learn from this 55-minute film, especially for those who have never had the enriching and transformative experience of making home visits to their patients who can no longer easily come to their offices because of their conditions. Home visits give physicians the opportunity to reconnect with the humanity of their patients.

El Milagro [The Miracle]

<http://xnet.kp.org/permanentejournal/fall06/milagro.html>

The author of this article is a quadriplegic who is severely dysarthric as a result of multiple sclerosis; she lives alone at home with the assistance of three helpers. She previously wrote a successful newspaper column on disability, which has been collected into a book. This article helps physicians understand how patients feel in such dire circumstances and how our involvement, or lack thereof, is perceived.

The Body Bears the Burden: Trauma, Dissociation, and Disease

<http://xnet.kp.org/permanentejournal/winter07/body.html>

In this book, the author addresses chronic somatic symptoms in the aftermath of trauma that do not lend themselves to ordinary medical understanding and that frequently resist usual therapeutic approaches. He has chosen to elicit the nature—and perhaps logic—of persisting disability resulting from whiplash injuries.

Katrina: Health Care System Recovery, Reform, and Renaissance

<http://xnet.kp.org/permanentejournal/Fall07/katrina.html>

Two years after Katrina, a disturbing portrait of Louisiana health care emerges. After a review of the current health system, the primary recommendation is to promote primary and preventive care delivery.

Sri Lanka Poison Control:**Toxicology Case Studies in Narrative**

<http://xnet.kp.org/permanentejournal/SUM07/SriLanka.html>

On a rotation to Sri Lanka's only poison control center, a fellow in medical toxicology recorded his experiences with a foreign medical system and eight cases of common poisonings, along with a narrative about the region, its people, and his reflections on his experience.

SERVE Ethiopia

<http://xnet.kp.org/permanentejournal/sum09/ethiopia.html>

The incidence of chronic kidney disease in Ethiopia is rising because of high blood pressure and diabetes mellitus; End Stage Renal Disease remains mostly fatal. Treatment considered the norm in industrialized countries is limited in Africa—dialysis is dependent on the availability of funding and charitable contributions; few governments cover the cost of renal replacement therapy.

The Hospital on Bushenyi Hill

<http://xnet.kp.org/permanentejournal/winter07/hospital.html>

This final chapter from the new book published by The Permanente Press: *Health Care Co-Ops in Uganda: Effectively Launching Micro Health Groups in African Villages* by George Halvorson, includes clinically interesting descriptions of locally enacted prevention measures for reducing malaria, diarrhea, and contaminated water.

Are Foot Abnormalities More Common in Adults with Diabetes? A Cross-Sectional Study in Basrah, Iraq

<http://xnet.kp.org/permanentejournal/Fall08/footabnormalities.html>

In a study population of 100 patients with type 2 diabetes and 100 patients without diabetes, researchers found 13 foot abnormalities—prominent metatarsal head, high medial arch, hammertoe, wasting, joint stiffness, amputation, fissures, nail changes, ulcers, blisters, dryness, sclerosis, and dermopathy—statistically more frequent in study participants with diabetes; however only wasting, ulcer, and dryness were strongly associated with diabetes.

Health Disparity

At a Decade: Centers of Excellence in Culturally Competent Care

<http://xnet.kp.org/permanentejournal/winter09/culturalcompetence.html>

Rapidly increasing national racial and ethnic diversity calls for interventions that are culturally specific to improve patients' health outcomes and to eliminate health disparities. Kaiser Permanente developed nine innovative Centers of Excellence in Culturally Competent Care that are population-based, data-driven research projects that unravel and explain the dynamic processes by which culture, race, and ethnicity interact in health care delivery settings.

Innovation in Our Nation's Public Hospitals: Interview with Five CEOs and Medical Directors

<http://xnet.kp.org/permanentejournal/winter08/innovation.html>

Prominent leaders talk about developing an integrated system with community clinics and neighborhoods; a new simultaneous translation system for an ever-larger, diverse, and immigrant population; and training future physicians by involving them in the hospitals' quality-improvement committees and clinical projects.

Beyond Equal Care: How Health Systems Can Impact Racial and Ethnic Health Disparities

<http://xnet.kp.org/permanentejournal/winter08/disparities.html>

Factors outside traditional health care delivery that play equally important roles in reducing health care disparities include community-based social determinants of health such as environment, pollution, job opportunities, education, income, and support for healthy lifestyles.

Confronting the Uncomfortable: Health Plans and Health Disparities: A Moral Dilemma in a Morally Driven Industry

http://xnet.kp.org/permanentejournal/winter08/moral_dilemma.html

Health plans, in fulfilling their obligation to provide a reliable, safe, and secure system of care to millions of users, must also assume a leading role in demonstrating a commitment to abrogate the destructive role of racism and social injustice upon the health care of all Americans.

The Barrier of Fear: An Ethnographic Interview About Native American Health Disparities

<http://xnet.kp.org/permanentejournal/winter07/barrier.html>

This case study examines the consequences of cultural barriers in health care delivery, which were revealed in an ethnographic medical interview with a patient who attributes her health and well-being to her return to traditional Blackfeet Native American practices.

5-2-1—Almost None: Parents' Perceptions of Changing Health-Related Behaviors in Their Obese Child

<http://xnet.kp.org/permanentejournal/sum09/5-2-1.html>

Clinical guidelines to prevent childhood overweight and obesity are clear but parents' perception of these key messages are less clear. Parents from 193 families indicated the importance of changing eating habits and increasing physical activity (63%); however, eliminating sugary drinks (4%) was the only actionable behavior in the 5-2-1—Almost None message parents felt significantly more confident they could achieve.

Mission: *The Permanente Journal* is published for physicians, practitioners, and nurses to create and to deliver superior health care through the principles and benefits of Permanente Medicine.

Permanente Medicine is preventive, innovative, evidence-based, population care practiced by a multispecialty group, using an electronic health and medical record, and focused on patient relationships and outcomes.

Circulation: 25,000 print readers per quarter, and accessed by 506,000 unique Web readers in 2008 from 164 countries of the world.